



JOINT UPDATE

Joint Performance Management Office

March 2000
Volume 1, Issue 4

We're Listening

Lori Weller

We asked our customers to provide us with vital feedback on how they felt JPMO was performing after one year in operation. In the December 1999 (Volume 1, Issue 3) newsletter we discussed the feedback received from our customers. We would like to dedicate this newsletter to updating our customers on the progress made in the three themes identified in the last newsletter:

- Performance Based Contracting – “New Committee,” “Improved Process”
- IPT processes- “JP Continual Improvement Article”
- Award Fee participation and feedback– “Changes in Award Fee Report”

JP Continual Improvement

Michele Foster

In December JP solicited feedback regarding JPMO performance from customers, internal JP employees and Integrated Product Team (IPT) members. A big thanks to all who took the time to provide such valuable suggestions.

The feedback identified areas for improvement especially in IPTs and Contract Change Requests (CCRs). Ideas to improve these processes, based on your input, were presented to the Board of Directors (BOD) on February 22, 2000.

Integrated Product Teams

The input received regarding IPTs was not consistent across the board. For instance, in the case of the number of IPTs, some of you wanted more IPTs, some of you wanted less IPTs, and most of you wanted to leave IPTs as they are. We felt strongly about not implementing a generic change to improve one IPT that could cause a problem in another IPT. Therefore, the IPTs were considered on an individual basis. The Installation Improvement Program (IIP) IPT was deleted (see related article “A New Committee”) and a few others were consolidated. The next recommendation in the IPT area was to decrease or consolidate the number of regularly scheduled, required IPT meetings and to revise the charters/requirements. The IPTs are empowered to work smarter as you see fit. You are no longer required to have an IPT meeting because your

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Improved Process

JPMO partnered with the J-BOSC contractor in changing the ISO process for evaluating work requirements for new commercial launch customers. The New Business process has the initial customer requests for ROM estimates developed by the contractor with concurrence by the government. JP involvement occurs when a contract change for the new work is required. This new process was applied to the Beal Aerospace Program Introduction. In keeping with Performance Based Contracting, JP feels this is another example of optimizing the contractor's self management and minimizing the government's role.

JP Continual Improvement

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Charter says you must meet twice a month. You can have a meeting when there is an issue that needs to be worked and only those that have a vested interest are required to attend. Since we're post transition, most teams in Public Works (WBS 2.0) felt there would be a drastic decrease in the amount of meetings. One example of why you might decide to meet would be during award fee input. The IPTs will still be the method of reporting contractor performance assessment.

JCHAMPS

JCHAMPS is not a new forum to JPMO employees; however, it hasn't been widely publicized and may be new to you. JCHAMPS is a team of JPMO and SGS personnel representing each of the five overarching

contract objectives identified in our Surveillance Plan. The purpose of this team is to discuss contract wide, global issues. In the Past, its primary focus was on the Performance Evaluation Factor (PES) of award fee and performance metrics. The recommended change was to expand the team's role for horizontal integration to avoid a stovepipe effect in any one WBS area. As a result of this expansion, it was deemed more appropriate to move the chair from being the JPMO Integration Office Chief to the JPMO Deputy Director, and added a champion for the Cost Evaluation Factor (CEF) and a champion for the Subcontracting Evaluation Factor (SEF). In addition to award fee issues, the team will work any issue that can't be resolved at the IPT level and must be elevated, as well as any issue that concern more than one WBS area. JCHAMPS meets monthly and agenda items can be submitted to Michele Foster.

Contract Change Request

Recommendations for improving the CCR process include:

- Establishing a database to track CCRs
- Streamlining the form to be more user friendly
- Eliminating serial steps in the process, tracking all stops of the process with goals at each stop
- Establishing an internal Change Board to weekly discuss possible new CCRs and track status of existing ones.

All of these improvements have been implemented and are progressing. In addition, Mr. Bridges recommended that we expand our benchmarking to include how partnering CCRs is done on the Payload Ground Operations Contract (PGOC). We received a presentation from

the PGOC COTR, Tim Potter, and are analyzing that for implementation.

JPMO is very interested in being more responsive to our customers' wants and needs. We appreciate the suggestions provided thus far and look forward to continual improvement.

Congratulations to JPMO Award Recipients

Employee of the Month

Walt Covington, Information Services Lead, was selected as the JPMO/NASA Employee of the Month/Quarter for his work on facilitating and guiding the J-BOSC Y2K compliance activities and his efforts to address significant issues relating to the Air Force firewall. Congratulations Walt!

Silver Snoopy Award

Lori Weller, Customer Service Manager in the Staff Office, was recently awarded the NASA Silver Snoopy Award for her efforts in establishing the JPMO. Selection of an Air Force employee for this prestigious NASA award is just one more example of how JPMO operates in a "purple-suited" manner



A New Committee

Clete Leagan

The Joint Base Operations and Support Contract (J-BOSC) Board of Directors (BOD) recently created the Work Breakdown Structure 4.0 Executive Steering Committee (WBS 4.0 ESC) made up of senior leadership from 45 SW and KSC. The WBS 4.0 ESC's mission is to approve projects and initiatives and implement procurement via the contract mechanism of WBS 4.0. The WBS 4.0 ESC members include the 45th Space Wing Support Group Commander, the KSC's Director of Installation Operations, and the Executive Director of the Joint Performance Management Office. The members' deputies serve as alternate members.

Although funding constraints are prevalent, both KSC and the Wing have benefited from the funding resulting from consolidation of the Cape Canaveral Spaceport base support contracts. The benefits vary. Examples include: procurement of new fire-fighting vehicles, upgrades to dining facilities, elimination of hazardous electrical load break switches, the upcoming refurbishment of the Trident Wastewater Pretreatment Plant, and projects that will assure compliance with environmental regulations.

With senior leadership's guidance, more innovative projects will emerge. Although the lack of funds is a hindrance, the WBS 4.0 ESC's goal is to be postured to utilize WBS 4.0 when funds are available.

Change in Award Fee Report Format

Nancy Bray

Based on input from the J-BOSC Project Manager we have streamlined the Award Fee reports for both the midterm and the semiannual evaluations. During the first and second award fee periods we tried to **explicitly** incorporate as much customer input as possible, with the intention that it provided the contractor with all the detail necessary to improve performance.

However, this sometimes created information overload and it was difficult to ascertain the relative importance of the issues. With that in mind, we modified our approach during the third award fee period. Now, while we still consider all customer input, the material is used to determine trends and major issues. Without the detailed customer input, the JPMO IPTs would be unable to develop the appropriate top level trends and issues. So, while you may not see your input explicitly mentioned, you can be assured that it is implicit in the final report. Additionally, **all input** received from customers is disseminated among the IPTs, who are responsible for ensuring that all customer issues are appropriately addressed.

JPMO and J-BOSC believe this new approach to the award fee reports produces a more value-added final product for the contractor, while not discounting the issues of our customers!

New Faces in JPMO

Top Left: John Watts, Nadine Sluder, Kathy Bryant



2LT Kipp Bradley, Cynthia Johnson

Kathy Bryant is detailed to the JPMO Business Office as a Program Analyst. Kathy comes to JPMO with 18 years experience from the Chief Directorate at KSC. We are glad to have her on board. **2LT Kipp Bradley** is a recent graduate of Strayer University in Washington D.C., and the Air Force Officer Training School (AFOTS) with his first duty station in the Patrick AFB Comptroller Squadron. He has been rotating through the JPMO on an orientation tour since January of this year. He will ultimately be assigned as the Financial Services Officer at PAFB. Keeping the Business Office organized and running like a fine tuned engine is **Cynthia Johnson**, Business Office Secretary. Cynthia is a military dependent. Her previous assignment was Kandana AB, Okinawa, Japan. **Nadine Sluder** replaced Dave Wright in the Business Office as a Program Analyst. Nadine brings to JPMO 26 years of experience with 6 years of financial experience in the Logistic Group. Welcome Nadine! **John Watts**, Office of Space Flight, NASA HQ Washington D.C., is on a developmental assignment with KSC CFO. John is assisting JPMO with the development of the FY02 Budget.

Farewell from JPMO

In all things there is change. It is with heavy hearts that we say goodbye to our friends. We wish them well in their new adventure. God speed and success in your new endeavors



Luis Limonta is a member of the Air National Guard, 114th Combat Communications Squadron, assigned to the JPMO Business Office. His military commitment ends March 31, 2000



Geno Diaz took advantage of a career enhancement opportunity at Aviano AFB in Italy. Geno left February 2000.



After 37 years of dedicated service to NASA and the USAF, **Howie King** is going to retire. Thanks Howie for your loyalty and commitment, your position will be filled but you will never be replaced.

JPMO Newsletter Distributed Via E-mail

In the interest of saving resources, the JPMO Newsletter will routinely be distributed via E-Mail to the IPT members, and the senior staff of both the 45 SW and KSC. Anyone who would like to receive a hard copy, may request one from the JPMO Customer Support Office at 476-4008, or by requesting a copy from the editor at Lori.Weller-1@ksc.nasa.gov. This newsletter is also available on the JPMO web page by clicking the “what’s new” button.

Calendar of Events

For more information call 321-476-4008

March 31, 2000

End of the 3rd Period of Performance for J-BOSC

April 1, 2000

Start of the 4th Period of Performance for J-BOSC

April 10, 2000

JChamps meeting with SGS

May 11, 2000

Award Fee Board of Directors Meeting

June, 2000

4th Period Mid-Term Evaluation

JPMO Staff Office,

Attn: Newsletter Editor

Mailcode: JP

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